

# RETAIL BUSINESS TECHNOLOGY EXPO



# CARDS & PAYMENTS SOLUTIONS

13TH & 14TH MARCH 2012, EARLS COURT, LONDON

in association with  **vendorcom**  
The Cards & Payments Community

## NEWS UPDATE

Europe's fastest growing retail expo

# Retail innovation for the entire retail team – all under one roof

**Tough times call for innovation in the fight for survival.** If you want to see the latest innovations that will help you to increase sales, drive margins, reduce costs and maximise stock you need to attend. These two days will help you equip your business to compete in the dynamic retail market, and fulfil your customers' expectations.

- Is the growth of multichannel putting even more of a strain on your business?
- Are you looking to fulfil customer orders even more quickly?
- Are you ready for international trade?
- A visit to Retail Business Technology Expo and Cards & Payments Solutions will help you to find the answers to your business challenges

### What will you see?

**Retail Business Technology Expo and Cards & Payments Solutions is a major new solutions event to help you with the many challenges your business faces**, from reducing costs, improving efficiency and maximising revenue to increasing customer satisfaction and retention.

With over 300 suppliers including most major global solution providers, over 130 FREE independent seminars and numerous networking events, this leading UK and European event will give you the ideas, inspiration, strategy, contacts and hundreds of new products to help you run an even more successful business.

### WHAT'S NEW FOR 2012:

- ▶ **Double the size**, twice the number of exhibitors & features
- ▶ **Over 130 free seminars and presentations**
- ▶ **BT Shop of the Future:** 'The Future of Retail – Lighting up the High Street'
- ▶ **Global Retail Forum in the International Pavilion**
- ▶ **Nordic ID RFID Zone**
- ▶ **Major eCommerce & multichannel content**
- ▶ **European and Internationalisation focus**
- ▶ **Pecha Kucha brief industry presentations**
- ▶ **Innovation Showcase**
- ▶ **300+ leading industry suppliers**
- ▶ **K3 Retail Champagne Bar**

**WHERE & WHEN:**  
13th -14th March 2012,  
Earls Court, London, UK

**OPENING TIMES:**  
TUES: 9.30am-5pm  
WED: 9.30am-5pm

## FOR THE WHOLE RETAIL MANAGEMENT TEAM



LOSS PREVENTION & FRAUD



MERCHANDISING



MULTICHANNEL



STORES



SUPPLY CHAIN & LOGISTICS



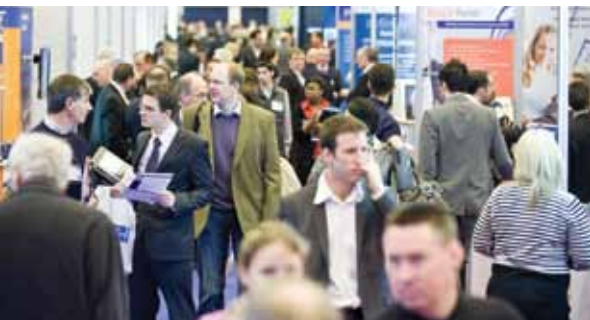
MARKETING



HOSPITALITY & LEISURE



CARDS & PAYMENTS SOLUTIONS



SCAN THE QR CODE  
FOR FAST TRACK REGISTRATION



Registration is FREE and includes entry into Cards & Payments Solutions and Retail Business Technology Expo

Register now at [www.retailbusinesstechnologyexpo.com](http://www.retailbusinesstechnologyexpo.com)

# OUTSTANDING EDUCATIONAL PROGRAMME

Over 130 presentations, debates, discussions, panels – there's something for everyone, making this a must visit event for the whole team.

**ALL FOR FREE!**

## GLOBAL RETAIL FORUM

Global Retail Forum (GRF) will be holding a series of panelist meetings in their own dedicated theatre at Retail Business Technology Expo. This will provide its members, their colleagues and non-member retailers the opportunity to meet and network in a specially created International Pavilion at Retail Business Technology Expo. The meetings will be free to attend but registration is required. The meetings are only open to senior retailers from large retail companies (500+ employees). Please refer to [www.retailbusinesstechnologyexpo.com](http://www.retailbusinesstechnologyexpo.com) for details on how to register.



## TUESDAY 13TH MARCH 2012

09:30-10:30 **Merchandising** Global price and margin management strategies, what the experts say

11:30-12:30 **Marketing** – How digital marketing drives deeper consumer engagement and sales

13:00-14:00 **Business Management** – International growth: the right strategy for your business

14:30-15:30 **Supply Chain** – Behind the numbers: How supply chain operations drive financial results, avoiding the pitfalls retailers make when expanding internationally

16:00 **Reception for all GRF attendees**

## WEDNESDAY 14TH MARCH 2012

09:30-10:30 **Legal** – Legal challenges that could prevent your brand from being a success overseas

11:30-12:30 **Finance** – Navigating through the economic headwinds and structural changes

13:00-14:00 **IT** – Maintaining brand values whilst driving growth in international expansion

14:30-15:30 **eCommerce** – Best practices in developing your eCommerce offer alongside international bricks and mortar expansion strategy

16:00 **Reception for all GRF attendees**

Programme is subject to change – keep checking the website for the updated programme.

# DAY 1

TUESDAY 13TH MARCH 2012

## Retail Technology Business Theatre A

10.00 - **QR for HR – taking internal communications to the next level** | JON WHITE, Manager, Leisure Benefits, **John Lewis Partnership**

10.45 - **The Connected Store** | RICHARD BLUNT, IT Director, **Jaeger**, MIKE BIELINSKI, CEO, **Vodat International**

11.30 - **KEYNOTE – IT Director insights** | PAUL COBY, IT Director, **John Lewis Partnership**

12.15 - **Continuing growth of RFID in retail apparel** | KIM PHILLIPS, Head of General Merchandise Packaging, **Marks & Spencer**, JAMES STAFFORD, Market Development Manager, **Avery Dennison**

13.00 - **The changing face of "Retail"** | ANTHONY NORMAN, Commercial Director, **GfK**

13.45 - **The mobile revolution in retail – a reality check** | JULIAN JONES, Retail Computer Services Manager, **SPAR wholesaler Capper & Co Ltd, part of the Blakemore group**, BRIAN PREECE, Divisional Director Retail Systems, **Business Computer Projects Ltd (BCP)**

14.30 - **Cloud based implementations push retailers to leading edge of technology** | UMAR BAJWA, Manager UK Networks, **Murco Petroleum**, TREFOR DAVIES, CTO, **Timico**

15.15 - **Building an online store for the future** | CHRISTINE BARDWELL, Research Manager, **IDC Retail Insights, EMEA**

16.00 - **Retail in a customer centric world** | DAVID HOGG, Smarter Commerce solutions lead North-East Europe, UK and Ireland, **IBM**

## Retail Technology Business Theatre B

10.10 - **IT in Retail – Benchmark your company against the retail industry** | BRIAN HUME, Managing Director, **Martec**

10.55 - **Winning in the 'Age of the Shopper'** | MARK KELSO, Director of Pricing, **Pamida Stores**

11.40 - **Retail predictions 2012** | ROMAIN CIESLEWICZ, Research Director, **Research Firm**

12.25 - **KEYNOTE Loyalty: What does it mean and how might you achieve it for customers and colleagues alike** | PAUL WILLOWS, Director of Strategy & Architecture, **Boots**

13.10 - **Retail Fraud - understanding the scale of theft and what strategies, techniques and technology you can adopt to help protect your organisation** | JOSHUA BAMFIELD, Director, **Centre for Retail Research**

13.55 - **Inventory improvement with Predictive Analytics at the world's 2nd largest online retailer OTTO Group** | MICHAEL SINN, Vice President Format & Category Management Support, **Otto**

14.40 - **Hitting the mark – email marketing highs & lows from 40 of the top UK retailers** | TINK TAYLOR, Managing Director, **dotMailer**

15.25 - **Launching a new consumer brand within a truly multichannel environment** | CHILY FACHLER, Interim CIO, **Encore Tickets**

16.10 - **Improve your cross channel performance to increase sales – results from a new global Kurt Salmon survey** | RICHARD TRAIISH, Senior Partner, **Kurt Salmon**

## IMRG Theatre

9.40 - **KEYNOTE Andrew's presentation will look at the latest trends identified from IMRG's online sales Index, including those seen during the crucial Christmas trading period** | ANDREW MCCLELLAND, Chief Operations & Policy Officer, **IMRG**

11.10 - **Transforming the retail experience – QR Codes** | PAUL BIFFEN, Director, **Oracle VMS**, Janet Sugden, **GlyfCo**

11.55 - **Delivery: putting the rocket into multichannel retail** | TOM ALLASON, Founder & CEO, **Shutl**

12.40 - **Transforming channel economics: Suppliers hold the key to breaking the 3% conversion barrier** | MICHAEL ROBINSON, Head of eCommerce, **Anthropologie**, JAMES BROOKE, CEO, **10CMS**

13.25 - **Non-line World** | PETER FITZGERALD, Country Sales Director, **Google**

14.10 - **"The shop in your pocket"** | MATT COCKETT, Commercial Director, **Mobile Interactive Group**

14.55 - **Using online data to improve business results** | ASHLEY PAYNE, Digital Operations Manager, **Debenhams**, MATTHEW TOD, CEO, **Logan Tod**

15.40 - **Win the mobility war: Secure management of mobile assets in retail** | HEATH CORMACK, **Specsavers IT**, IAN EVANS, Managing Director, EMEA, **AirWatch**

# DAY 2

WEDNESDAY 14TH MARCH 2012

## Retail Technology Business Theatre A

10.00 - **Levering the ARTS social commerce blueprint for success** | RICHARD MADER, Executive Director, **ARTS**

10.45 - **How to increase retail margins by 1-4%** | HOWARD LANGER, Head of Pricing and Promotions, **ITIM (previously held position at B&Q)**

11.30 - **KEYNOTE Improving the customer experience the McDonald's way** | MARK FABES, IT Director, **McDonald's**

12.15 - **How quality data in a multichannel trading environment can enhance the consumer experience** | GARY LYNCH, CEO, **GS1**

13.00 - **John Lewis and multichannel – the insiders view** | JOANNA BRAZIER, Multichannel Programme Director, **John Lewis Partnership**

13.45 - **Retail technology investment trends 2012** | BJORN WEBER, Research Director, Retail Technology, **Planet Retail**

14.30 - **IT for retail innovation - Omni-channel retail, new store experience and mobile interaction** | IVANO ORTIS, Head, International, **IDC Retail Insights**

All seminars are FREE of charge on a first come first served basis. GRF meetings and Cards & Payments sessions need to be booked – see panels for information

15.15 - *How Morrisons leveraged profit amplification to improve their business and beat the competition* | PETER HASTE, Snr Finance Manager, Profit Recovery, COLM G. CONNOLLY, IT Engagement Manager for Corporate & Commercial, **Morrisons**, GUY YEHAIV, CEO, **Proftect**

16.00 - *Successfully creating and maintaining a multichannel presence* | EAMONN COSTELLO, Director of Product Management, **eSellerPro**

#### Retail Technology Business Theatre B

10.10 - *Oxfam Shelflife - Oxfam's use of the Internet of Things* | SARAH FARQUHAR, Head of Retail Brand, **Oxfam**

10.55 - *Retail technology: from social to shopping* | GEOFFREY BARRACLOUGH, Director Strategy, Marketing & Propositions, **BT Expedite**

11.40 - *Retail renaissance – bridging the digital and physical divide* | SCOTT KINGSFIELD, SVP and General Manager, **NCR**

12.25 - **KEYNOTE** *Why do retailers always think they are unique* | DR BRAD POULSON, Thought Leadership & Innovation, **Wipro Retail**

13.10 - *Wi-Fi – Unlimited freedom or can of worms?* | Moderated by MIKE BIELINSKI, CEO, **Vodat International**, PATRICK WALKER, Head of IT, **Beaverbrooks**, SCOTT DOBSON, Managing Director and founder, **Cloud Distribution**

13.55 - *Information is Power* | GUNNAR SIGURDSSON, Managing Director, **JMS Partners** formerly CEO of **Baugur Group**

14.40 - *Omni-channel Retail: Socialising, Localising, Mobilising* | ARTEMIS BERRY, Senior Director of Content and Community, **Shop.org**

16.10 - *Optimised space and assortments* | STEVEN BOON, VP Sales EMEA, **Galleria RTS**

#### IMRG Theatre

9.40 - *Facing the challenges of cross-integration in the contact centre* | ROB WILLIAMS, IT Director, **National Ice Centre & Capital FM Arena**, DAMIAN KELLY, VP Sales & Marketing, **SpeechStorm**

10.25 - *Cross-border logistics for fashion and shoes - A case study* | CHRISTOPHER WEIDE, Service Provider Manager, **Zalando**, ADNAN ZAMAN, Head of Business Development and **Docdata**

11.55 - *Tommy Hilfiger - improvement in customer loyalty* | BAS SPIERENBURG, CRM Director, **Tommy Hilfiger Europe, B.V.** JAKOB GOTTLIEB, Director Business Development, **ID24**

14.10 - *Demand Sensing and Shaping* | VLADIMIR KRASOJEVIC, Research Director, **Gartner**

14.55 - *Is there more to cloud than cost?* | MIKE PINK, Head of Retail & Tour, **Wembley Stadium**, Ian Tomlinson, CEO, **Cybertill**

#### PECHA KUCHA THEATRE

Don't miss out on seeing who rises to the Pecha Kucha challenge – the Pecha Kucha Theatre will feature presentations lasting just 6 minutes and 40 seconds with 20 slides taking 20 seconds each – and no longer! **Check out the website for more details.**



## CARDS & PAYMENTS SOLUTIONS THEATRE

### CARDS & PAYMENTS SOLUTIONS

in association with  **Vendor.com**  
The Cards & Payments Community

## DAY 1

TUESDAY 13TH MARCH 2012

10.00 - *Welcome & Introduction* | AMANDA FAUL, Programme Director, **Vendor.com**

10.10 - *Preparing for the Future* | LEWIS NOLAN, VP Market Development Mobile and Contactless, **Visa Europe**

10.40 - *The Future of Money* | JON SHEARD, Business Development Manager, **Realex Payments**

11.10 - *Successfully Acquiring & Selling Payments Technology Businesses* | JOHN J. MCDONNELL, Chairman & CEO, **Phoenix Managed Networks**

12.00 - *Merchant Acquiring. Past, Present & Future* | ADINA AHMED, Operations Director, **Anderson Zaks**

12.30 - *The Future of Payment Security* | JEREMY KING, European Director, **PCI Security Standards Council**

14.00 - *Tapping into your Customers' Desire to Give. a micro-donation success story* | ALISON HUTCHINSON, CEO, **The Pennies Foundation** with IAN PULSFORD, Head of IT, **The Entertainer**

14.30 - *A Future of Payments for All* | LUCY MALENCZUK, Policy Advisor Financial Services, **AgeUK**

15.30 - *The Mobile Wallet in the Future of Payments* | CHANDRA PATNI, Founder & Director, **YES-wallet.com**

16.00 - *Meeting the European Retailers' Payment Challenge* | OTTILIA ROUGUET, Head of SEPA Implementation, **Ingenico** and ANDY SIMMONDS, Head of Commercial Management, **Barclaycard**

16.30 - *Closing Remarks* | Paul Rodgers, Chairman, **Vendor.com**

## DAY 2

WEDNESDAY 14TH MARCH 2012

#### OMNI-CHANNEL SECURITY.

10.00 - *Welcome & Introduction* | AMANDA FAUL, Programme Director, **Vendor.com**

10.05 - *Secure Contact Centre Payments. The Avoidable Costs* | IAIN JOHNSTON, PCI Programme Director, **Sky**

10.25 - *Curing the Omni-channel Security Headache* | RYAN PHILO, Head of Product Management, **Commidea** and ROY FORD, Retail IT Controller, **Spar (UK) Ltd**

10.45 - *Moving Omni-channel Payments Cross-border* | KIERAN MACEY, Head of Risk, EMEA, **Retail Decisions**

11.00 - *Tokenisation & Compliance. The Omni-channel Checklist* | BRIAN PENNINGTON, Business Development Manager, **Liaison Technologies**

11.15 - *Omni-channel EMV Solutions. Comprehensive, Secure Payment Processing* | ROHIT PATNI, Co-Founder and EVP Sales & Marketing, **YESpay International**

11.30 - *Visa Merchant Agents Online Registration. the future for businesses that enable Visa payments* | STEVE WILSON, VP Payment System and Enterprise Risk, **Visa Europe**

11.45 - *Omni-channel Authentication – Guaranteed!* | ANDRE DELAFORGE, Marketing Director, **Natural Security**

12.00 - *Closing Remarks* | AMANDA FAUL, Programme Director, **Vendor.com**

#### OMNI-CHANNEL PLATFORMS.

14.00 - *Welcome & Introduction* | AMANDA FAUL, Programme Director, **Vendor.com**

14.05 - *Integrating Omni-channel Payments* | KEVIN BURNS, Solutions Architect, **BT Expedite**

14.25 - *Payment Platforms. Martini makes a Comeback!* | MARK MCMURTRIE, Marketing Director, **S1**

14.45 - *Omni-channel Payments Processing. Retailers say Potato, Solutions Suppliers say Patatah!* | JOHN ROZEK, Director, **Polar Moment**

15.00 - *Collaborative Payment Platforms. Fully Integrated Secure Communications for Retailers* | ALAN STEPHENSON BROWN, Director of UK Operations, **Phoenix Managed Networks** and CHRIS NATION, Commercial Manager Europe, **Mako Networks**

15.15 - *Enabling Cross-channel Shopping with a Single Centralised Payments Infrastructure* | VINCENT DUCROHET, Retail Marketing Manager, **Ingenico**

15.30 - *The High Street Fights Back. Intelligent Retailing in 2012* | GUY BOXALL, Senior Product Marketing Manager, **Casio Electronics UK**

15.45 - *Making the most of the Mobile Platform* | TONY SAUNDERS, General Manager, **VeriFone UK**

16.00 - *Closing Remarks* | PAUL RODGERS, Chairman, **Vendor.com**

**Cards & Payments Solutions Conference and Retailer Briefings are FREE to attend but visitors need to register for these. For full details see [www.cardsandpaymentsexpo.com](http://www.cardsandpaymentsexpo.com)**

## STOP PRESS

#### SPECIAL SESSION ANNOUNCED:

**'Social Media in Payments'** on March 14th in the Cards & Payments Theatre at 12.45-1.45pm

Programme is subject to change – keep checking the website for the updated programme.

**PRE REGISTER AT [www.retailbusinesstechnologyexpo.com](http://www.retailbusinesstechnologyexpo.com)  
TO BE KEPT UP TO DATE WITH THE SEMINAR PROGRAMME**

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## NEWS UPDATE

*Retail Business Technology Expo and Cards & Payments Solutions are showing explosive growth since launching last year and will deliver a completely un-missable event for all progressive retailers in the UK and Europe.*

### The Global Retail Forum meetings

For UK and European retailers alike, with plans to expand into new territories, the addition of the Global Retail Forum (GRF) meetings at Retail Business Technology will offer invaluable networking prospects.



*GRF is an international professional networking group of senior retailers from various high profile brands in fashion, food and beverage, luxury and other sectors from the UK and across the world. Its purpose is to bring international retail leaders together to accelerate networking and business building.*



### Innovation in the spotlight

With ongoing global economic instability, innovation plays an increasingly important part in improving a retailer's competitive edge. In recognition of the ever-growing importance of harnessing competitive differentiation, Retail Business Technology Expo and Cards & Payments Solutions 2012 will provide visitors with the chance to see the very latest innovations that will help increase sales, drive margins, reduce costs and maximise stock.



### Nordic ID RFID Zone

There are currently a lot of questions around RFID and Retail Business Technology Expo will offer the perfect opportunity to see all elements of RFID in a practical environment in the Nordic ID RFID Zone. This will provide the definitive stage for the latest in the practical application of track and trace technology from the point of manufacture to the store, including radio frequency identification (RFID) solutions.

### The Future of Retail – Lighting up the High Street

BT will be hosting an innovation technology showcase called 'The Future of Retail – Lighting Up the High Street' at Retail Business Technology Expo 2012. With one of the biggest Research and Development centres in the world, BT will be bringing its Future of Retail demonstrations to Earls Court in March. This will provide visitors with a unique opportunity to take a look at what is possible now and what could be available in the future.

### VIP Club

The VIP Club will offer senior industry directors a dedicated VIP Lounge with hospitality within the show, access to a VIP cloakroom and fast track VIP entry. **Entry is by invitation only.**



### MEET AT THE K3 RETAIL CHAMPAGNE BAR

Centrally located at the heart of the show and the ideal meeting place, the K3 Retail Champagne Bar will provide the perfect venue for networking.

Sponsored by K3 Retail, the UK's No 1 Microsoft Dynamics partner, the K3 Retail Champagne Bar is a must-visit show highlight.

*If you are meeting friends or colleagues the K3 Retail Champagne Bar is the ideal place to arrange to meet.*



Retail Business Technology Expo and Cards & Payments Solutions will see over 300 vendors including: Avery Dennison, Box Technologies, BT, Casio, Datalogic, Dell, DigiPos, Elavon, Epson, HP, Infor, HSBC Merchant Services, Intel, IBM, Ingenico, Island Pacific, K3 Retail, Motorola, NCR, Paypal, RedPrairie, Servebase, Shutl, Star Micronics, VeriFone

SCAN THE QR CODE  
TO SEE THE FULL EXHIBITOR LIST



#### MEDIA PARTNERS



Visit Retail Week and Drapers on stand 826

#### SUPPORTERS



# REGISTER FOR FREE ENTRY TODAY AT www.retailbusinesstechnologyexpo.com